



State Data Center Cost Allocation Plan Fiscal Year 2017

The Cost Allocation Plan is the State of Missouri's initiative to develop a cost-based method to establish billing rates for Information Technology services and products. The Cost Allocation Plan works to ensure State of Missouri IT services are provided in a cost effective manner.

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Introduction, Methodology and Terms of Service

Introduction

Methodology of the Cost Allocation Plan

Explanation of Terms

Introduction

The State Data Center's Cost Allocation Plan was developed to establish a cost-based recovery method for the State's Information Technology Services. The benefits of the CAP are twofold. First, the CAP allows for a full-cost recovery process of SDC services. Both, direct and indirect costs, are included in the full-cost recovery to minimize under or over recovery of the SDC's total budgeted costs. Secondly, each customer is treated in an equitable manner, based on the resources used by that customer.

This document will provide the methodology used for determining the rates billed, an explanation of terms used, summarized anticipated personnel expenses, itemized estimated expenditures for the SDC, estimated utilization by customer, an itemized list of the costs per service with the rate calculation, an estimated billing based on utilization per customer, and a rate comparison of the current year and the preceding four years.

Methodology

To develop the CAP the following components were analyzed to establish the final SDC CAP rates for fiscal year 2017.

- **Determination of the Rate Category for Services Provided:** All services provided to the customer by the SDC are identified and approved by the Chief Information Officer (CIO).
- **Establish the Units of Service:** The unit of service used to measure the volume of the service provided by each CAP item is established based on three criteria.
 - The relationship to the function performed
 - The measurability
 - The controllability by the customer
- **Compilation of the Estimated Utilization by Customer:** For each CAP item, the utilization by customer is compiled and totaled to develop the basis for the billing rate computation.
- **Identify the Type of Cost:** There are two types of costs identified in the CAP, allocated direct and allocated indirect costs. Allocated direct costs are associated with personnel and equipment costs that can be directly identified based on the type of service. Allocated indirect costs are related to support costs for services provided by the SDC and cannot be identified by a specific type of service.
- **Determine the Allocated Direct Cost:** Allocated direct costs are those costs budgeted for personnel, equipment or other expenses that can be directly identified with providing a specific service. These costs are accumulated to determine the total allocated direct costs associated with each type of service provided.
- **Determine the Allocated Indirect Cost:** Allocated indirect costs are those costs budgeted that are not associated with a specific service. These costs are accumulated to determine the total allocated indirect costs and prorated across each type of service provided.

- **Summarization of the Total Costs by Service:** The summarized total cost by service is determined by adding both direct and indirect allocated costs with job costs.
- **Calculated Rate per Unit of Service:** The rate per unit of service is calculated by dividing the total annual cost by the total estimated annual utilization.

Explanation of Terms

- **Allocated Direct:** The personnel services, equipment and other expenses directly identified with providing a service.
- **Allocated Indirect:** The personnel services, equipment and other expenses indirectly identified with providing a service.
- **Active Directory and Exchange:** Active Directory (AD) is used to provide contact information globally. Exchange services are those related to email provided by ITSD. The costs are based on the number of accounts and/or the amount of email stored on the servers.
- **AIX Hosted Services:** AIX is a propriety product of the Unix Operating System, developed by IBM. The service is associated with the base support of the AIX hosted servers.
- **CICS Transaction:** A CICS Transaction is a request made at a workstation. The request may be for a display of information at that workstation or storage of information entered on the workstation.
- **COOL Gen (Composer) Service Units:** A Cool Gen Service unit is the translation of CPU resources used for batch jobs and TSO transactions that occur while using the Cool Gen product.
- **CPU Priority Adjustment:** CPU Priority Adjustments are based on the batch job priority class defined by the customer and the time of day for TSO usage. Low priority jobs are billed at 75 percent of the normal CPU rate. Low priority jobs are processed during the second and third shifts. Class One jobs are billed at 65 percent of the normal CPU rate. These jobs are processed during weekends and holidays. TSO, CPU, FOCUS CPU and Roscoe CPU usage during non-prime hours (5pm to 7am) and are billed at 75 percent of the normal CPU rate.
- **CPU Service Unit:** The CPU resources used for the following batch jobs, TSO transactions, CICS transactions, IDMS transactions, DB2 ClientServer transactions and FOCUS are monitored and measured to determine the CPU service units. Service units used by DB2 transactions are reported under CISC, TSO and Batch.
- **Data Domain:** Is a data deduplication and replication appliance used for backup of data.
- **DistSys Backup and Recovery:** DistSys is an IBM software product used by the customer to backup servers and workstations. The costs associated with this service are based on the amount of backup storage the customer uses. (This service was previously called TSM and Data Domain.)
- **Enterprise Fax Services:** Enterprise Electronic Fax Service is a software product provided by Biscom. This service allows for the electronic retrieval and sending of faxes.
- **Laser Feet, Duplex Printing and Line Printed:** Reports printed from the SDC Mainframe printer(s) is comprised of the lines printed (impact) and/or the feet printed (laser/duplex) a cost is then assessed based on the printed line and/or feet printed.

- **JIRA:** JIRA is a software tool from Atlassian that can manage team activity and track issues. Many State Agencies utilize this tool for software bug tracking
- **Job Cost:** Job costs are associated with the backup, maintenance and the monitoring of systems required to provide customer service by the SDC. The costs are applied based on the appropriate type of service.
- **MySQL:** Is an open-source relational database management system that runs on a Linux platform, and is a central component of the widely used LAMP open-source web application software stack.
- **OnBase:** OnBase is State of MO standard Enterprise-level Electronic Content Management (ECM) system used for the storage, retrieval and management of electronic content.
- **Physical Server Support:** Physical Server Support encompasses the management of a physical server, including the infrastructure. (This service was previously called Server Support.)
- **Remote Server Support:** Remote Server Support encompasses the management, technical support and hardware replacement for servers not located within the SDC.
- **Storage Area Network:** SAN is the disk storage that is used by the Open System environment.
- **SharePoint External:** SharePoint services provide a vehicle to store, load and track documents, as well as provide a resource for collaboration. SharePoint External services provide a centralized point of access on the State public DMZ for collaboration with external sources.
- **SharePoint Internal:** SharePoint services provide a vehicle to store, load and track documents, as well as provide a resource for collaboration. SharePoint Internal services provide a centralized point of access on the State private network of inner-agency collaboration.
- **SQL Database Hosting Base Charge** -All base costs associated with supporting customer databases are included in the *Database Hosting Base Charge* except for the cost of the storage space for databases. The base rate of the *Database Hosting Base Charge* is based upon the total number of all customer databases supported by ITSD Database.
- **SQL Server Memory**- The server memory comes into play when you have a dedicated server/instance to one application. This maybe a large application on a COTS application that could have prerequisites for a large amount of memory. With this charge we are simply passing on the cost of memory to the application.
- **SQL Database Hosting Overage Charge** - Exclusive of the Database Hosting Base Charge is a separate Database “overage” charge based upon the size of the database. Comparatively, the larger the database, the more disk space, memory, support, and administration are needed to provide customer approved functionality and performance. The Database Hosting Overage Charge accounts for the requirement of these additional resources and is assessed on each additional gigabyte (GB) over 1 GB. Databases sized at less than or equal to 1 GB will not be assessed an overage charge.
- **SQL DBMS License Charge** - The DBMS license charge comes into play when you have a dedicated server/instance to one application. This maybe a large application or a COTS application that has a prerequisites for large amount of processing power. In order to keep the cost down for the DBMS systems, we are leveraging putting on more database on a instance/region. When the application needs large amount of dedicated processing power, we have to have a way to bill this back. Most vendors now are basing their licenses on cores and to keep this cost down in the virtual world we

are building dedicated clusters of VM's and licensing every core. With this charge we are simply passing on the license cost of running the DBMS software to the application.

- **SSRS:** SQL Server Reporting Services (SSRS) is the State of Missouri's Enterprise standard for Reporting. SSRS is a Microsoft product offering a full range of ready-to-use tools and services to help create, deploy, and manage reports, as well as programming features that enable extending and customizing reporting functionality.
- **Tableau:** The State's Enterprise Statistical Analysis platform is Tableau. It can be used to connect to any data source and present that data through a browser interface.
- **Virtual Desktop Infrastructure:** VDI is the hosting of a desktop operating system within a virtual machine (VM). The VM runs on a hosted, centralized server. Access to a VDI can be achieved with various end-point devices.
- **Virtual Machine:** A VM uses specialized software to house the images of multiple servers on a single machine.
- **Web Hosting Combined:** Application Server platforms that present web applications to users based on IIS, .NET, LAMP, Tomcat, and Jboss technologies. The cost associated with this service includes Batch, Logging, Team Foundation Server, Scheduling, Secure File Transfer, Netscaler and SSL Management Services
 - **TFS:** - Microsoft's Team Foundation Server (TFS) is the State of Missouri's Enterprise standard for Content Management. TFS integrates application lifecycle management (ALM) features such as source control, work item tracking, reporting, and project build automation.
 - **Batch:** The State of Missouri Enterprise Batch server processes jobs or tasks at a specific time or when called by another process or program.
 - **Logging:** An application that automatically moves or copies application logs to a file share so that the logs can be reviewed for errors and application troubleshooting. The Enterprise solution is available to all consolidated agencies
 - **SSL Management:** SDC's SSL Certificate Team provides State Signed and Entrust Certificates for all state agencies. This includes consolidated and non-consolidated agencies. Public Enterprise Standard is Entrust certificates and Internal Certificates are served through Microsoft Certificate Services.
 - **SFTP:** Secure File Transfer Protocol (SFTP) is a method for securely transferring files between state agencies as well as between state agency and non-state agency entities. The State Standard is an Enterprise installation of MoveIt Central and MoveItDMZ.
 - **Tidal:** Tidal is the State of Missouri's Enterprise standard for Job Scheduling. Tidal allows ITSD to manage distributed jobs or batch scheduling from a central location. Tidal provides one console that can be delegated out to different ITSD areas allowing them to manage their own jobs.
 - **Netscaler:** Provides a platform for load balancing, SSL termination, and routing for IP traffic for network based applications.

- **WebSphere:** An Enterprise IBM solution that provides the middleware infrastructure to run and monitor round-the-clock, enterprise wide java web applications. .
- **zOS Data Storage:** zOS Data Storage provides direct access storage and is measured in gigabytes. The storage is allocated for the customer and SDC data. (This was previously called DASD.)
- **zOS DB2:** The DB2 Service Unit is a translation of resources used by the DB2 product.
- **zOS Enterprise Data Backup:** zOS Enterprise Data Backup is the utilization of data storage on tape format and on HSM DASD. Utilization of storage is measured in gigabytes allocated to the customer and the SDC. (This was previously called DSM.)
- **zOS IDMS:** zOS IDMS run unit is an online or batch request to access data managed by the IDMS database system.



**Budget Summary
State Data Center**

	<u>FY16 CAP</u>	<u>FY17 CAP</u>
Personal Service	5,578,617	6,011,607
FICA, Pension and Insurance	2,500,894	2,695,005
Expense and Equipment	<u>22,543,135</u>	<u>24,087,310</u>
Total Budgeted Costs	<u><u>30,622,646</u></u>	<u><u>32,793,922</u></u>

CAP Num	Description	FY16 CAP	FY17 CAP
Personal and Fringe Benefits			
1	Administrative Personal	386,966	456,586
2	Computer Operations Personal	1,101,959	854,240
3	Technical Support Personal	4,089,692	4,700,781
	Total Personal	5,578,617	6,011,607
4	Fringe Benefits	2,500,894	2,695,005
	Total Personal and Fringe Benefits	8,079,511	8,706,612
Hardware Lease			
103	CPU	500,000	573,990
105	DASD	135,600	432,242
106	DASD Growth	255,000	325,000
107	Deduplication/Replication HardwareLease	500,000	265,000
108	Disaster Recovery CPU (Springfield Site)	242,823	242,823
111	High Density Tape Drive (VTSM) Growth	170,000	0
113	SAN DASD	414,000	1,169,215
117	VM Hardware Lease	450,000	0
	Total Hardware Lease	2,667,423	3,008,270
Hardware Maintenance			
205	DASD	33,000	68,000
206	Data Domain Server and Storage Maintenance	308,527	125,000
207	DistSys Backup Admin Servers Maint (TSM Win)	5,040	8,000
210	DistSys Fax Server Host Maintenance	5,440	7,918
214	External Coupling Facility	22,950	22,950
222	Print Burster/Trimmer/Stacker	110,278	120,000
223	Print Usage	245,250	165,000
224	Printer-Impact	5,460	5,000
225	Printer-Laser	96,517	74,000
229	Remote Server Maintenance	32,000	10,000
230	Service Processor	7,560	7,560
231	SAN Sever and Storage Maintenance	391,325	100,000
233	GTX Qualifier Maintenance	2,800	3,000
236	FICON Diretors	27,000	0
237	z/OS Virtual Tape	10,300	30,000
238	VM Server and Storage Maintenance	80,000	40,000
239	Batteries/UPS Maintenance	52,790	59,160
240	Generator Maintenance	8,129	8,129
242	Servers-Maintenance Ad/Exchange	13,470	0
243	VDI Server Maintenance	20,482	42,000
244	VDI Storage Maintenance	21,733	132,000
245	DistSys SVC Hardware Maint	2,500	20,000
246	QCX E138 MICR Verifier	1,395	1,395
	Total Hardware Maintenance	1,503,946	1,049,112
Software Lease			
302	ACF/SSP	19,844	0
303	Softek TDMF Replicator for zOS	50,000	48,141
305	BMC Mainview	115,791	115,791
306	CICS Transaction Gateway	53,216	51,666
307	CICS/TS V5	1,168,742	1,168,742
308	COBOL for MVS	159,361	159,361
309	Mackinney Software	8,800	8,800

CAP Num	Description	FY16 CAP	FY17 CAP
310	DCF Base	31,679	0
311	AFP Toolbox (Toolkit)	3,647	3,540
313	DSF/DSS/HSM	114,667	144,667
321	Interactive Output Facility (IOF)	6,032	6,032
324	WebSphere MQ for Z/OS	473,502	473,502
328	OGL	7,830	6,218
329	OS/390	2,248,286	2,248,285
330	Page Print Format Aid/370 V1 PPFA	4,153	4,362
331	Enterprise PL/1 Alternate Function	146,192	146,192
332	PSF	58,783	54,318
333	SDF II	30,938	30,938
335	Red Hat Enterprise\Network Satellite	30,000	0
338	DB2 for Z/OS V9	1,027,604	1,058,432
339	Symantec EndPoint Protection Subsc. - VM	30,000	0
340	Microsoft Server Operating System Subsc.	90,000	0
341	UDB - DB2 Utilities Suite	32,923	32,923
342	Symantec EndPoint Protection Subsc. - Remote Server Support	19,892	20,000
343	Antivirus for Exchange	125,000	115,000
344	Vmware vCloud Enterprise Suite	320,000	671,839
345	SiteScan	0	50,000
347	BMC TMART	23,130	3,000
349	Lansweeper	864	900
350	Precise	20,949	20,949
351	Kiwi Syslog	702	702
352	Microsoft System Center Suite	5,408	7,500
353	Solarwinds NPM	7,481	8,563
354	Solarwinds SAM	8,540	8,540
355	Solarwinds NTA	4,942	4,942
356	Orion Polling Engines	12,949	12,949
357	Orion Web Server	92	92
359	BMC Structured Payment	410,500	410,500
360	IBM SKLM encryption licenses	0	10,000
361	Splunk Logging	0	83,500
362	Load Runner	0	35,000
363	EMC Software ELA	0	170,000
	Total Software Lease	6,872,439	7,395,886

Software Maintenance

401	Axceler ControlPoint - SharePoint Internal	7,250	26,208
402	Axceler ControlPoint - SharePoint External	3,625	0
403	CA COOL: Gen (ALL Fusion)	32,933	32,933
404	CA Interest W/XA-ESA-Batch	71,772	48,152
405	CA Interest W/XA-ESA-CICS	69,418	69,418
406	CA Librarian	185,348	109,207
408	CA Restart/Recover (CA11)	41,623	40,022
410	CA Scheduling Package (CA7)	164,370	164,370
411	CA TMS (CA1)	67,075	68,000
412	CA UNIPAK	1,231,895	1,162,884
413	IBM Tivoli Omegamon DE V3	47,646	0
414	Omegamon for CICS	47,646	40,142
415	CL/Supersession for z/OS	48,572	68,985
416	IBM Tivoli Omegamon XE DB2 V4	80,700	83,120
417	IBM Tivoli Omegamon XE z/OS V2	95,292	95,292
418	Catalog Recovery Software - CPU	28,314	0
419	DB2 Connect	36,191	43,492
420	SEA JCL Plus	18,720	20,475

CAP Num	Description	FY16 CAP	FY17 CAP
421	Document Management Systems (MOBIUS)	90,986	92,812
422	Dumpmaster MVS	107,013	109,421
423	Group 1 Software MailStream	21,230	25,925
424	Group 1 Software Zip+4	25,925	12,695
426	Symantec EndPoint Protection Subsc.	0	2,000
427	Red Hat Enterprise\Network Satellite Maint	0	60,000
428	Tivoli WAS\ND	139,906	139,906
429	Insync MVS	90,749	93,211
430	IPSwitch Renewal	7,956	0
431	Tic Toc	7,912	7,912
432	DB2 LUW	8,684	8,943
433	Symantec EndPoint Protection Subsc. - VM	0	20,000
434	Connect:Direct	11,925	14,863
435	Merrill Consultants MXG	1,560	1,560
436	MVS Quick Reference	32,188	34,401
437	Microsoft Premiere Support	100,000	0
438	DistSys SSL Certificates	1,375	3,500
439	MoveIT Software Maint	9,250	6,252
440	Platinum DB2 Tools	758,774	781,536
441	RevealNet Reveal for DB2	0	90,000
442	MicroSoft Team Foundation Software Subscription	2,054	2,565
443	SAS Base	146,176	152,023
444	SAS/STAT	101,867	105,942
445	SAS/ACCESS	96,319	101,867
446	Rocket Software	0	25,000
447	SAS/ETS	101,867	105,942
448	EMC VTL License	0	15,000
451	SA Licenses for SQL	269,379	269,379
452	SI SYNC/SORT	21,802	29,719
453	SynRecovery software	0	1,000
454	SPC Systems Cobol RW Precompiler	2,935	2,935
456	Distributed Print Software Maintenance	30,545	37,250
457	DistSys Biscom Software Maintenance	11,400	10,000
458	DistSys SSRS Software Maintenance	7,966	17,981
460	Tivoli Storage Management	625,500	200,000
461	Maintenance for Foglight Replacement	0	10,000
462	Synthetic Monitoring Tool Maintenance	0	20,000
463	Vanguard Administration	53,051	59,260
467	NETSCALER MAINTENANCE	0	42,120
468	SQL	20,000	105,977
469	VMWare Software Maintenance	152,650	247,042
470	Microsoft VDA Licensing (Software Subscription)	170,250	225,250
471	Catalog Recovery Software - zOS Enterprise Data Backup	5,405	5,405
472	SDI TN3270 Emulation	11,685	12,036
474	Software - Maintenance Renewals AD/Exchange	293,171	55,579
475	GSF STEPLIB/LLIBEF	3,090	0
477	SAN Software	212,438	200,000
478	Vranger Software Maintenance	10,882	30,000
479	DistSys VMWare vSphere License Maint	207,075	0
480	DistSys SolarWinds Storage Manager Maint	8,398	8,500
481	Software - Maintenance Renewals SharePoint Internal	2,457	5,000
482	Software - Maintenance Renewals SharePoint External	351	0
483	JIRA Software Maintenance plus plugin	4,160	10,868
484	DistSys JIRA Plugin	700	0
485	z/OS DB2 Guardian Encryption Maintence	40,530	0
486	z/OS Pitney Bowes Mail360	15,750	16,223

CAP Num	Description	FY16 CAP	FY17 CAP
487	Solimar	39,655	15,750
488	NOC System Maintenance	0	20,000
489	InfoSphere Guardium Maintenance	196,193	0
490	Rocket software Fast Audit & Catalog audit	6,000	26,000
492	Microsoft Exchange Server SA	105,000	0
493	IT Switch Moveit 2nd License	55,000	24,960
494	Master Tidal License w/ Fault Tolerance Production	0	12,522
495	Master Tidal License Standalone Production	0	8,447
496	Windows Agent (ELA)	0	20,491
497	Plesk Maintance	0	2,200
498	Enterprise OnBase Licenses	0	208,959
499	AppViewX Software Maintenance	0	14,800
Total Software Maintenance		6,725,524	6,061,629

Hardware Purchase

502	DistSys 24-Port Fax Cards for Server	20,000	0
503	Deduplication/Replication Purchase - DistSys Backup-Recovery	83,334	700,000
506	Desktop Computer Equipment	6,681	8,681
509	Tools for Staff	38,000	70,000
510	Servers - AD/Exchange	0	48,000
512	TSM Hardware Purchase - DistSys Backup-Recovery	33,334	0
513	DASD Purchase	100,000	0
514	VM Hardware Purchase	500,000	889,836
516	VDI End-Point Device	0	382,500
517	VDI Server and Upgrades	360,000	20,000
518	VDI Storage and Upgrades	529,950	190,000
519	DistSys SAN Hardware Upgrade	515,667	1,485,000
520	z/OS InfoPrint Hardware Purchase	133,334	140,000
522	Hosted Rack	1,275	0
523	PDU for Dual Power - Hosted Rack	1,300	0
524	KVM (32 port KVM and Cables) - Hosted Rack	8,900	0
525	Cabling for Hosted Rack	100	0
526	Desktop Computer Equipment - iConvert	2,550	0
527	Desktop Computer Equipment - Monitoring	3,200	0
528	DistSys Biscom Additional Fax Servers for Growth	0	9,000
529	Exchange Growth	0	40,000
530	Enterprise Vault Growth	0	50,000
532	NOC - Desktop Computer Equipment	0	3,200
533	zOS Data Backup Purchase	0	300,000
Total Hardware Purchase		2,337,625	4,336,217

Software Purchase

601	Enterprise License for SQL (New)	0	240,000
606	TSM Software Purchase	300,000	60,000
607	VM Software Purchase	150,000	167,000
608	Vranger License Enhancement	23,400	41,000
609	VMWare View Licensing	86,000	86,000
610	Trend Micro ScanMail Security Software	98,500	0
611	ISA for Webmail Software	2,880	0
612	Enterprise Vault Software Upgrade	440,000	0
613	BMC ProactiveNet Performance Management Suite	110,000	0
615	DistSys Biscom Enterprise Fax Software	15,000	60,000
616	Microsoft Server Operating System Purchase	70,702	25,000
617	SharePoint 2013 Upgrade	50,000	0
618	Microsoft System Center Suite	24,453	30,000
620	Foglight license purchase/maintenance	20,000	40,000

CAP Num	Description	FY16 CAP	FY17 CAP
621	Microsoft External Connector License	140,000	0
622	New Enterprise Modules	0	42,000
626	BMC BPPM	0	100,000
627	BMC Dashboards	0	50,000
628	Logging Software - Splunk	0	150,000
629	Monitoring and Tracking Software	0	120,000
633	Exchange Server License Purchase	0	65,000
634	Enterprise Vault Renewal	0	180,000
635	*Proofpoint Mail Relay Software (90% of total cost)	0	477,000
636	Quadrotech Flightdeck PST software	0	15,000
638	BMC TrueSight	0	500,000
640	SQL Software	0	330,875
641	MySQL Software	0	111,218
644	Tableau License	0	17,685
645	Additional 26 Client licenses	0	24,960
Total Software Purchase		1,530,935	2,932,738

Expendable Supplies

701	Magnetic Tapes & Supplies	2,500	0
704	Paper	390,000	300,000
705	Paper Storage and Transport-Fund Transfer F.M.	5,000	5,000
706	Printer Supplies	260,000	150,000
Total Expendable Supplies		657,500	455,000

General Support Expense

802	Consulting Service	60,000	60,000
807	IBM Server Support Line	25,000	45,000
808	MAN Connection/ANS Support/RLS Charges	112,800	112,800
811	Office Supplies, Equipment and Maintenance	12,500	12,500
812	Pagers & Cell Phones	14,000	8,000
813	Electrical Distribution, Maintenance	100,000	100,000
814	Postage/Inter Agency Mail Delivery	4,000	4,000
815	Printing and Binding	3,500	3,500
816	Racks, Cabinets, Furniture & Building Changes	100,000	100,000
818	S390 SoftwarExcel	150,468	158,980
820	Subscriptions & Publications	7,000	7,000
821	Telephone Service and Equipment	57,500	57,500
822	Training & Professional Development	100,000	10,000
823	Travel	15,000	15,000
824	Resource Oversight	54,000	35,000
825	VPN - Access Charge	3,000	3,000
826	VM Additional Charges for SQL	158,162	0
827	SSL Certificates	4,000	4,000
828	Service Deployment Appliance	65,000	65,000
829	Shredding	1,500	1,500
830	SAN/NAS Support Line	10,000	30,000
831	Disaster Recovery Rental (Springnet)	119,600	115,000
832	Disaster Recovery Electric (Springnet)	39,520	38,000
833	RedHat/JBoss Support	6,000	6,000
835	AD & Exchange Contractor Services	20,000	50,000
836	AD & Exchange Training\Travel\Tools for Staff	7,000	22,500
837	FTP Staff Training\Travel\Tools for Staff	3,000	0
838	SAN Training\Travel\Tools for Staff	15,000	15,000
839	SQL Training \Travel\Tools for Staff	26,804	50,000
840	SharePoint Training \Travel\Tools for Staff	14,000	24,976

CAP Num	Description	FY16 CAP	FY17 CAP
841	VM Training\Travel\Tools for Staff	4,000	5,000
842	TSM Training\Travel\Tools for Staff	10,000	10,000
843	TFS Training\Travel\Tools for Staff	300	0
844	Remote Server Support Training\Travel\Tools for Staff	0	5,000
845	WAS Training\Travel\Tools for Staff	4,500	18,000
846	VM Additional Charges for Was	14,729	0
847	VM Additional Charges for FTP	1,966	0
848	VM Additional Charges for SharePoint Internal	638	638
849	VM Additional Charges for SharePoint External	195	0
850	VM Additional Charges for TFS	2,594	0
852	VM Additional Charges for SSRS	1,659	0
853	SSRS Training\Travel\Tools for Staff	550	2,000
854	DistSys Fax Circuit Installation Charge (one-time cost)	300	0
855	DistSys Fax Circuit Charge - 6 PRI circuits	45,960	0
856	SSRS Staff Computer Replacement	900	0
857	Compco Software and Billing Expenses	102,000	98,000
858	Fiscal Costs	3,500	3,500
859	CPU Training\Travel\Tools for Staff	30,000	30,000
860	CICS Training\Travel\Tools for Staff	5,000	10,000
861	Monitoring Training\Travel\Tools for Staff	30,000	0
862	Vanguard - Health Review	15,000	0
863	Watson & Walker Publication	1,323	1,323
869	SSL Training\Travel\Tools for Staff	0	12,600
870	Advantage Cert for AppViewX - SSL Certificate	0	188
872	NOC Training \Travel\Tools for Staff	0	35,000
873	Staff Training	0	19,500
874	VDI\Workstation	0	6,000
875	Microsoft Services for TFS Upgrade	0	10,000
876	Proofpoint consulting/support services	0	10,000
879	Biscom Tools, Utilities, Training	0	2,500
880	JIRA Training\Travel\Tools for Staff	0	1,500
881	MySQL Training \Travel\Tools for Staff	0	5,000
883	Tableau Training\Travel\Tools for Staff	0	3,500
Total General Support Expense		1,583,468	1,443,505

Cost Adjustment

901	AD & Exchange Capital Cost	(541,380)	(875,000)
902	AD & Exchange Depreciation	140,759	305,287
909	CPU Capital Cost	(44,681)	(237,661)
910	CPU Depreciation	96,035	373,505
911	DistSys Backup-Recovery Capital Cost	(440,068)	(801,000)
912	DistSys Backup-Recovery Depreciation	195,013	479,688
913	Enterprise Fax Capital Cost	(35,000)	(9,000)
914	Enterprise Fax Depreciation	9,100	9,248
917	Hosted Rack Capital Cost	(11,575)	0
918	Hosted Rack Depreciation	3,010	0
919	Indirect Capital Cost	(140,000)	(165,000)
920	Indirect Depreciation	81,752	112,112
923	Print Capital Cost	(133,334)	(140,000)
924	Print Depreciation	112,246	118,568
927	Remote Server Support Capital Cost	(70,702)	(25,000)
928	Remote Server Support Depreciation	18,383	8,333
929	SAN Capital Cost	(515,667)	(1,485,000)
930	SAN Depreciation	606,483	1,038,081
931	SharePoint External Capital Cost	(25,000)	0
932	SharePoint External Depreciation	6,500	0

CAP Num	Description	FY16 CAP	FY17 CAP
933	SharePoint Internal Capital Cost	(25,000)	0
934	SharePoint Internal Depreciation	6,500	0
935	SQL Capital Cost	0	(330,875)
936	SQL Depreciation	0	110,292
941	VDI Capital Cost	(975,950)	(106,000)
942	VDI Depreciation	365,761	58,207
943	VM Capital Cost	(780,000)	(1,096,836)
944	VM Depreciation	388,357	920,743
947	zOS Data Storage Capital Cost	(100,000)	0
948	zOS Data Storage Depreciation	541,242	0
951	zOS Enterprise Data Backup Capital Cost	(170,000)	(300,000)
952	zOS Enterprise Data Backup Depreciation	103,378	208,303
955	iConvert Capital Cost	(2,550)	0
956	iConvert Depreciation	663	0
959	NOC Capital Cost	0	(953,200)
960	NOC Depreciation	0	317,734
967	OnBase ECM Capital Cost	0	(42,000)
968	OnBase ECM Depreciation	0	14,000
971	MySQL Capital Cost	0	(111,218)
972	MySQL Utility Depreciation	0	37,073
975	Tableau Utility Capital Cost	0	(42,645)
976	Tableau Depreciation	0	14,215
Total Cost Adjustment		(1,335,725)	(2,595,046)
Total Expense + Equipment		22,543,135	24,087,310
Grand Total		30,622,646	32,793,922

Category # 1 **Lines/Feet Printed**

Unit of Service	Lines/Feet Printed	Lines/Feet Printed
Estimated Utilization	59,067,100	58,364,000

Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	266,307	258,052
Technical Support Personnel	42,779	41,453
Fringe Benefits	138,563	134,268
Hardware/Software Expense & Equipment	697,192	611,083
Expendable Supplies	655,000	455,000
General Support Expense	1,500	1,500
Depreciation	112,246	118,568
Capital Purchases	(133,334)	(140,000)
Indirect Costs	157,470	94,705
Job Costs	14,279	99,810
Total Service Costs	1,952,002	1,674,439

Estimated Revenue	1,952,002	1,674,439
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	Lines/Feet Printed	Lines/Feet Printed
Estimated Utilization	59,067,100	58,364,000
Transaction Rate	\$0.0330	\$0.0287
	Per Foot	Per Foot

	Duplex Rate (80%)	Duplex Rate (80%)
Estimated Utilization	\$0.0264	\$0.0230
Transaction Rate	Per Foot	Per Foot

	Impact Print per 1,000 lines	Impact Print per 1,000 lines
Estimated Utilization	\$0.3942	\$0.3422
Transaction Rate		

Category # 2
CPU Service Units

Unit of Service	CPU Service Units Factored	CPU Service Units Factored
Estimated Utilization	1,230,000,000,000	1,230,000,000,000
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	560,162	0
Technical Support Personnel	570,389	353,733
Fringe Benefits	506,828	158,579
Hardware/Software Expense & Equipment	5,316,207	5,218,754
Expendable Supplies	0	0
General Support Expense	355,911	343,303
Depreciation	96,035	373,505
Capital Purchases	(44,681)	(237,661)
Indirect Costs	651,096	397,412
Job Costs	338,842	1,494,202
Total Service Costs	8,350,789	8,101,827
Estimated Revenue	8,350,789	8,101,827

Transaction Rate
\$0.0068

Per 1,000 Service Units

\$0.0066

Per 1,000 Service Units

Prime/Peak Time Utilization for CPU will be billed at 100% of the CPU Rate

Non-Prime/Off Hours Utilization for CPU will be billed at 75% of the CPU Rate.

Low Priority Utilization for CPU will be billed at 65% of the CPU Rate.

Category # 3

CICS Transactions

Unit of Service	CICS Transactions	CICS Transactions
Estimated Utilization	2,186,582,450	2,186,582,450
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	18,366	0
Technical Support Personnel	99,818	93,960
Fringe Benefits	52,982	42,122
Hardware/Software Expense & Equipment	1,795,816	1,834,408
Expendable Supplies	0	0
General Support Expense	5,000	10,000
Depreciation	0	0
Capital Purchases	0	0
Indirect Costs	174,429	126,738
Job Costs	9,610	68,071
Total Service Costs	2,156,021	2,175,299
Estimated Revenue	2,156,021	2,175,299
Transaction Rate	\$0.0010	\$0.0010
	Per Transaction	Per Transaction

Category # 5 zOS Enterprise Data Backup GB/Day

Unit of Service	Backup GB Per Day	Backup GB Per Day
Estimated Utilization	145,766,418	133,806,080
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	128,562	17,797
Technical Support Personnel	71,299	41,453
Fringe Benefits	89,597	26,561
Hardware/Software Expense & Equipment	281,080	446,405
Expendable Supplies	2,500	0
General Support Expense	0	0
Depreciation	103,378	208,303
Capital Purchases	(170,000)	(300,000)
Indirect Costs	44,794	28,190
Job Costs	10,033	90,521
Total Service Costs	561,243	559,230
Estimated Revenue	561,243	559,230
Transaction Rate	\$0.0039	\$0.0042
	Per GB Per Day	Per GB Per Day

Category # 7 AD\Exchange Mailboxes

Unit of Service	AD-Exchange	AD-Exchange
Estimated Utilization	533,000	527,784
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	535,596	497,437
Fringe Benefits	240,107	223,001
Hardware/Software Expense & Equipment	1,179,396	1,057,977
Expendable Supplies	0	0
General Support Expense	139,800	195,300
Depreciation	140,759	305,287
Capital Purchases	(541,380)	(875,000)
Indirect Costs	149,865	89,847
Job Costs	967,460	1,292,205
Total Service Costs	2,811,603	2,786,054
Estimated Revenue	2,811,603	2,786,054
	AD-Exchange Mailbox Rate	AD-Exchange Mailbox Rate
Estimated Utilization	533,000	527,784
Transaction Rate	\$4.7475	\$4.7509
	Per AD-Exchange Mailbox	Per AD-Exchange Mailbox
	AD User ID Rate	AD User ID Rate
Estimated Utilization	300,000	762,000
Transaction Rate	\$0.9372	\$0.3656
	Per ID	Per ID

Category # 8 zOS Data Storage GB/Day

Unit of Service	zOS Data Storage Gigabyte/Day	zOS Data Storage Gigabyte/Day
Estimated Utilization	9,700,000	26,163,200
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	36,732	17,797
Technical Support Personnel	57,039	27,635
Fringe Benefits	42,037	20,367
Hardware/Software Expense & Equipment	721,267	1,054,050
Expendable Supplies	0	0
General Support Expense	0	0
Depreciation	541,242	0
Capital Purchases	(100,000)	0
Indirect Costs	114,841	71,663
Job Costs	0	0
Total Service Costs	1,413,158	1,191,512
Estimated Revenue	1,413,158	1,191,512

Transaction Rate

\$0.1457
Per GB Per Day

\$0.0455
Per GB Per Day



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Category # 10 zOS IDMS Run Units

Unit of Service	zOS IDMS Run Units	zOS IDMS Run Units
Estimated Utilization	400,000,000	358,018,159
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	36,732	0
Technical Support Personnel	71,299	96,724
Fringe Benefits	48,430	43,361
Hardware/Software Expense & Equipment	1,231,895	1,162,884
Expendable Supplies	0	0
General Support Expense	0	0
Depreciation	0	0
Capital Purchases	0	0
Indirect Costs	122,805	83,381
Job Costs	9,952	150,991
Total Service Costs	1,521,113	1,537,341
Estimated Revenue	1,521,113	1,537,341
Transaction Rate	\$0.0038	\$0.0043
	Per Run Unit	Per Run Unit

Category # 11 zOS DB2 Service Units

Unit of Service	zOS DB2 Service Units	zOS DB2 Service Units
Estimated Utilization	1,000,000,000,000	1,151,366,410,556

	FY16 CAP	FY17 CAP
Central Service Departments		
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	199,636	193,448
Fringe Benefits	89,497	86,723
Hardware/Software Expense & Equipment	1,985,406	2,098,449
Expendable Supplies	0	0
General Support Expense	0	0
Depreciation	0	0
Capital Purchases	0	0
Indirect Costs	201,191	152,216
Job Costs	91,258	183,448
Total Service Costs	2,566,988	2,714,284
Estimated Revenue	2,566,988	2,714,284

Transaction Rate	\$0.0026	\$0.0024
	Per 1,000 Service Units	Per 1,000 Service Units

Category # 14 All Fusion CPU Service Units

Unit of Service	All Fusion CPU Service Units	All Fusion CPU Service Units
Estimated Utilization	3,000,000,000	6,353,044,312
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	42,779	41,453
Fringe Benefits	19,178	18,583
Hardware/Software Expense & Equipment	32,933	32,933
Expendable Supplies	0	0
General Support Expense	0	0
Depreciation	0	0
Capital Purchases	0	0
Indirect Costs	8,393	5,949
Job Costs	0	0
Total Service Costs	103,283	98,918
Estimated Revenue	103,283	98,918
Transaction Rate	\$0.0344	\$0.0156
	Per 1,000 Service Units	Per 1,000 Service Units

Category # 15
VM

Unit of Service	VM	VM
Estimated Utilization	21,144	26,256
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	142,597	248,719
Fringe Benefits	63,926	111,501
Hardware/Software Expense & Equipment	1,897,075	1,879,777
Expendable Supplies	0	0
General Support Expense	29,000	50,000
Depreciation	388,357	920,743
Capital Purchases	(780,000)	(1,096,836)
Indirect Costs	153,994	135,276
Job Costs	213,077	516,303
Total Service Costs	2,108,026	2,765,483
Estimated Revenue	2,108,026	2,765,483

Transaction Rate
\$99.6985
\$105.3277

Per Image Per Month

Per Image Per Month

An Additional charger of \$7 per Month extra for every one (1) gb of memory over our standard Configuration.

An Additional charger of \$11 per Month extra for every one (1) additional virtual CPU over 3 vCPUs..

Category # 16

SAN

Unit of Service	SAN	SAN
Estimated Utilization	11,924,731	12,327,322
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	142,597	82,906
Fringe Benefits	63,926	37,167
Hardware/Software Expense & Equipment	1,544,328	2,982,715
Expendable Supplies	0	0
General Support Expense	25,000	45,000
Depreciation	606,483	1,038,081
Capital Purchases	(515,667)	(1,485,000)
Indirect Costs	165,113	172,838
Job Costs	0	146,152
Total Service Costs	2,031,780	3,019,859
Estimated Revenue	2,031,780	3,019,859
Transaction Rate	\$0.1704	\$0.2450
	Per GB Per Month	Per GB Per Month

Category # 17 Physical Server Support

Unit of Service	Physical Server Support	Physical Server Support
Estimated Utilization	2,048	1,368
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	114,078	55,271
Fringe Benefits	51,141	24,778
Hardware/Software Expense & Equipment	0	2,000
Expendable Supplies	0	0
General Support Expense	0	0
Depreciation	0	0
Capital Purchases	0	0
Indirect Costs	14,614	5,251
Job Costs	0	116,921
Total Service Costs	179,833	204,221
Estimated Revenue	179,833	204,221
Transaction Rate	\$87.8091	\$149.2844
	Per Server Per Month	Per Server Per Month

Category # 19 DistSys Backup-Recovery

Unit of Service	DistSys Backup-Recovery	DistSys Backup-Recovery
Estimated Utilization	767,000,000	1,011,020,800
	FY16 CAP	FY17 CAP
Central Service Departments		
Administrative Personnel	0	0
Computer Operations Personnel	9,183	0
Technical Support Personnel	171,117	165,812
Fringe Benefits	80,828	74,334
Hardware/Software Expense & Equipment	1,864,517	1,599,000
Expendable Supplies	0	0
General Support Expense	10,000	10,000
Depreciation	195,013	479,688
Capital Purchases	(440,068)	(801,000)
Indirect Costs	167,229	97,771
Job Costs	55,688	213,487
Total Service Costs	2,113,507	1,839,092
Estimated Revenue	2,113,507	1,839,092
Transaction Rate	\$0.0028	\$0.0018
	Per GB Per Day	Per GB Per Day



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Category # 21**WAS**

Unit of Service	WAS	WAS
Estimated Utilization	312	13,620

Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	114,078	132,650
Fringe Benefits	51,141	59,467
Hardware/Software Expense & Equipment	139,906	139,906
Expendable Supplies	0	0
General Support Expense	19,229	18,000
Depreciation	0	0
Capital Purchases	0	0
Indirect Costs	28,690	22,399
Job Costs	0	205,814
Total Service Costs	353,044	578,236
Estimated Revenue	353,044	578,236

Transaction Rate**\$1,131.5513**

Per Image Per Month

\$42.4549

Per JVM Heap Size



SDC CAP

Category # 23

SQL EE

Unit of Service	SQL Base	SQL Base
Estimated Utilization	33,372	39,756

Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	590,352	555,472
Fringe Benefits	264,655	249,018
Hardware/Software Expense & Equipment	465,572	840,254
Expendable Supplies	0	0
General Support Expense	184,966	50,000
Depreciation	0	110,292
Capital Purchases	0	(330,875)
Indirect Costs	133,171	94,336
Job Costs	434,901	1,004,822
Total Service Costs	2,073,617	2,573,319

Estimated Revenue	2,073,617	2,573,319
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	SQL Base (44%)	SQL Base (44%)
Transaction Rate	\$27.3400	\$28.4802

Per Base Unit Per Month

	SQL Memory (3%)	SQL Memory (3%)
Units	11,280	17,940
Per Memory GB per Month	5.5149	4.3032

	SQL Overage (30%)	SQL Overage (30%)
Units	632,958	789,264
Per Overage GB per Month	0.9828	0.9781

	SQL License (23%)	SQL License (23%)
Units	4,404	5,544
Per License per Month	108.2952	106.7575

Category # 26 Remote Server Support

Unit of Service	Remote Server Support	Remote Server Support
Estimated Utilization	6,000	3,636
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	242,415	179,630
Fringe Benefits	108,675	80,528
Hardware/Software Expense & Equipment	212,594	55,000
Expendable Supplies	0	0
General Support Expense	0	5,000
Depreciation	18,383	8,333
Capital Purchases	(70,702)	(25,000)
Indirect Costs	45,232	19,421
Job Costs	0	116,921
Total Service Costs	556,597	439,833
Estimated Revenue	556,597	439,833
Transaction Rate	\$92.7662	\$120.9662
	Per Server Per Month	Per Server Per Month



SDC CAP

Category # 27

VDI

Unit of Service	VDI	VDI
Estimated Utilization	35,000	42,250

Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	0	0
Fringe Benefits	0	0
Hardware/Software Expense & Equipment	1,341,065	1,324,792
Expendable Supplies	0	0
General Support Expense	0	0
Depreciation	365,761	58,203
Capital Purchases	(975,950)	(106,000)
Indirect Costs	64,649	81,719
Job Costs	133,392	29,230
Total Service Costs	928,917	1,387,944

Estimated Revenue	928,917	1,387,944
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Transaction Rate

\$26.5405

\$32.8507

Per Virtual Desktop Per
Month

Per Virtual Desktop Per
Month

An Additional charger of \$7 per Month extra for every one (1) gb of memory over our standard Configuration.

An Additional charger of \$11 per Month extra for every one (1) additional virtual CPU over 3 vCPUs..



SDC CAP

Category # 28

sFTP

Unit of Service	FTP Units	FTP Units
Estimated Utilization	33,744	37,668

Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	48,483	0
Fringe Benefits	21,735	0
Hardware/Software Expense & Equipment	64,250	0
Expendable Supplies	0	0
General Support Expense	4,966	0
Depreciation	0	0
Capital Purchases	0	0
Indirect Costs	12,333	0
Job Costs	4,681	0
Total Service Costs	156,448	0
Estimated Revenue	156,448	0

Transaction Rate

\$4.6363

Per Unit Per Month

\$0.0000

Per Unit Per Month

sFTP services are included in the Web Combined category for fiscal year 2017.

Category # 29
SharePoint

Unit of Service	SharePoint Internal Units	SharePoint Internal Units
Estimated Utilization	504	168
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	73,010	165,812
Fringe Benefits	32,730	74,334
Hardware/Software Expense & Equipment	34,707	31,208
Expendable Supplies	0	0
General Support Expense	7,638	25,614
Depreciation	6,500	0
Capital Purchases	(25,000)	0
Indirect Costs	11,462	19,004
Job Costs	10,499	8,469
Total Service Costs	151,546	324,441
Estimated Revenue	151,546	324,441

Transaction Rate
\$300.6865
\$1,931.1964

Per Unit Per Month

Per Unit Per Month

26.16000 per Dedicated Base-Database per month (not to exceed 1GB)

1.46000 per GB over Dedicated Base-Database

0.00218 per GB per Day-for Dedicated Database

External and Internal SharePoint were combined as one SharePoint service for fiscal year 2017.

Category # 30 SharePoint External

Unit of Service	SharePoint External Units	SharePoint External Units
Estimated Utilization	132	-
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	32,512	0
Fringe Benefits	14,575	0
Hardware/Software Expense & Equipment	28,976	0
Expendable Supplies	0	0
General Support Expense	7,195	0
Depreciation	6,500	0
Capital Purchases	(25,000)	0
Indirect Costs	5,728	0
Job Costs	2,036	0
Total Service Costs	72,522	0
Estimated Revenue	72,522	0
Transaction Rate	\$549.4091	\$0.0000
	Per Unit Per Month	Per Unit Per Month

External and Internal SharePoint were combined as one SharePoint service for fiscal year 2017.

**SDC CAP****Category # 31****TFS**

Unit of Service	TFS Units	TFS Units
Estimated Utilization	144	156
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	21,675	0
Fringe Benefits	9,717	0
Hardware/Software Expense & Equipment	2,054	0
Expendable Supplies	0	0
General Support Expense	2,894	0
Depreciation	0	0
Capital Purchases	0	0
Indirect Costs	3,214	0
Job Costs	52,711	0
Total Service Costs	92,265	0
Estimated Revenue	92,265	0
Transaction Rate	\$640.7292	\$0.0000
	Per Unit Per Month	Per Unit Per Month

TFS services are included in the Web Combined category for fiscal year 2017.



SDC CAP

Category # 32 Enterprise Fax Services

Unit of Service	Enterprise Fax Services	Enterprise Fax Services
Estimated Utilization	3,305,870	2,643,307
	FY16 CAP	FY17 CAP
Central Service Departments		
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	8,556	55,271
Fringe Benefits	3,836	24,778
Hardware/Software Expense & Equipment	51,840	86,918
Expendable Supplies	0	0
General Support Expense	46,260	2,500
Depreciation	9,100	9,248
Capital Purchases	(35,000)	(9,000)
Indirect Costs	7,482	10,861
Job Costs	0	0
Total Service Costs	92,074	180,576
Estimated Revenue	92,074	180,576
Transaction Rate	\$0.0279	\$0.0683
	Per Page	Per Page

Category # 33

SSRS

Unit of Service	SSRS	SSRS
Estimated Utilization	144	1,656

Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	75,862	91,197
Fringe Benefits	34,009	40,884
Hardware/Software Expense & Equipment	7,966	17,981
Expendable Supplies	0	0
General Support Expense	3,109	2,000
Depreciation	0	0
Capital Purchases	0	0
Indirect Costs	10,698	9,731
Job Costs	11,302	16,581
Total Service Costs	142,946	178,374

Estimated Revenue	142,946	178,374
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Transaction Rate

\$992.6806

\$107.7138

Per Reporting Instance Per
Month

Per Reporting Instance Per
Month

Plus Dedicated Database Cost

Category # 34

JIRA

Unit of Service	JIRA	JIRA
Estimated Utilization	33,132	12,000
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	22,816	30,399
Fringe Benefits	10,228	13,628
Hardware/Software Expense & Equipment	4,860	10,868
Expendable Supplies	0	0
General Support Expense	0	1,500
Depreciation	0	0
Capital Purchases	0	0
Indirect Costs	3,353	3,609
Job Costs	8,960	5,499
Total Service Costs	50,217	65,503
Estimated Revenue	50,217	65,503
Transaction Rate	\$1.5157	\$5.4586
	Per User Per Month	Per User Per Month

Category # 35 AIX Hosted Services

Unit of Service	AIX Hosted Services	AIX Hosted Services
Estimated Utilization	2,364	2,424
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	57,039	55,271
Fringe Benefits	25,571	24,778
Hardware/Software Expense & Equipment	0	0
Expendable Supplies	0	0
General Support Expense	0	0
Depreciation	0	0
Capital Purchases	0	0
Indirect Costs	7,307	5,123
Job Costs	0	0
Total Service Costs	89,917	85,172
Estimated Revenue	89,917	85,172
Transaction Rate	\$38.0360	\$35.1370
	Per Server Per Month	Per Server Per Month



SDC CAP

Category # 36

Hosted Rack

Unit of Service	Hosted Rack	Hosted Rack
Estimated Utilization	504	-

Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	142,597	0
Fringe Benefits	63,926	0
Hardware/Software Expense & Equipment	11,575	0
Expendable Supplies	0	0
General Support Expense	0	0
Depreciation	3,010	0
Capital Purchases	(11,575)	0
Indirect Costs	18,534	0
Job Costs	0	0
Total Service Costs	228,067	0
Estimated Revenue	228,067	0

Transaction Rate

\$452.5139

\$0.0000

Per Unit Per Month

Per Unit Per Month

Category # 37

iConvert

Unit of Service	iConvert	iConvert
Estimated Utilization	20,640	-
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	57,039	0
Fringe Benefits	25,571	0
Hardware/Software Expense & Equipment	42,205	0
Expendable Supplies	0	0
General Support Expense	0	0
Depreciation	663	0
Capital Purchases	(2,550)	0
Indirect Costs	10,873	0
Job Costs	7,876	0
Total Service Costs	141,677	0
Estimated Revenue	141,677	0
Transaction Rate	\$6.8642	\$0.0000
	Per Unit Per Month	Per Unit Per Month

IConvert services are included in the Print category for fiscal year 2017.

Category # 42

OnBase ECM

Unit of Service	OnBase ECM	OnBase ECM
Estimated Utilization	-	34,140
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	0	306,753
Fringe Benefits	0	137,517
Hardware/Software Expense & Equipment	0	250,959
Expendable Supplies	0	0
General Support Expense	0	19,500
Depreciation	0	14,000
Capital Purchases	0	(42,000)
Indirect Costs	0	43,946
Job Costs	0	39,984
Total Service Costs	0	770,659
Estimated Revenue	0	770,659
Transaction Rate	\$0.0000	\$22.5735
	Per User Per Month	Per User Per Month

Category # 43

Web Combined

Unit of Service	Web Combined	Web Combined
Estimated Utilization	-	12,384
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	0	0
Fringe Benefits	0	0
Hardware/Software Expense & Equipment	0	110,397
Expendable Supplies	0	0
General Support Expense	0	28,788
Depreciation	0	0
Capital Purchases	0	0
Indirect Costs	0	8,907
Job Costs	0	186,796
Total Service Costs	0	334,888
Estimated Revenue	0	334,888
Transaction Rate	\$0.0000	\$27.0420
	Per Site Per Month	Per Site Per Month



SDC CAP

Category # 44

MySQL

Unit of Service	MySQL Base	MySQL Base
Estimated Utilization	-	11,568
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	0	82,906
Fringe Benefits	0	37,167
Hardware/Software Expense & Equipment	0	217,195
Expendable Supplies	0	0
General Support Expense	0	5,000
Depreciation	0	37,073
Capital Purchases	0	(111,218)
Indirect Costs	0	17,158
Job Costs	0	93,055
Total Service Costs	0	378,336
Estimated Revenue	0	378,336
	MySQL Base (96.99%)	MySQL Base (96.99%)
Transaction Rate	0	11,568
Per Base Unit per Month	0	\$31.7210
	MySQL Memory (0.01%)	MySQL Memory (0.01%)
Units	-	12
Per Memory GB per Month	0	3.1528
	MySQL Overage (2%)	MySQL Overage (2%)
Units	-	10,080
Per Overage GB per Month	0	0.7507
	MySQL License (1%)	MySQL License (1%)
Units	-	12
Per License per Month	0	315.2800

**SDC CAP****Category # 46****NOC**

Unit of Service	NOC	NOC
Estimated Utilization	-	480,000

Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	525,001
Technical Support Personnel	0	552,708
Fringe Benefits	0	483,137
Hardware/Software Expense & Equipment	0	1,650,337
Expendable Supplies	0	0
General Support Expense	0	35,000
Depreciation	0	317,734
Capital Purchases	0	(953,200)
Indirect Costs	0	167,069
Job Costs	0	145,244
Total Service Costs	0	2,923,030
Estimated Revenue	0	2,923,030

Transaction Rate**\$0.0000****Internal Job Costs**

NOC is an internal job cost that is allocated to other categories based on estimated utilization.

**SDC CAP****Category # 47****Tableau**

Unit of Service	Tableau	Tableau
Estimated Utilization	-	1,560
Central Service Departments	FY16 CAP	FY17 CAP
Administrative Personnel	0	0
Computer Operations Personnel	0	0
Technical Support Personnel	0	55,271
Fringe Benefits	0	24,778
Hardware/Software Expense & Equipment	0	67,605
Expendable Supplies	0	0
General Support Expense	0	3,500
Depreciation	0	14,215
Capital Purchases	0	(42,645)
Indirect Costs	0	7,854
Job Costs	0	5,880
Total Service Costs	0	136,458
Estimated Revenue	0	136,458
Transaction Rate	\$0.0000	\$87.4731
	Per User Per Month	Per User Per Month

FY17 SDC Cost Estimates by Agency



Agency	Print	CPU	CICS	zOS Data Backup	AD-Exchange	zOS Data Storage	zOS IDMS	zOS DB2	All Fusion	VM	SAN	Physical Server Support	DistSys Backup & Recovery
Senate	-	516	59	-	49	-	-	264	-	-	-	-	-
House of Representatives	-	412	112	-	65	-	-	215	-	-	-	-	-
Legislative Research	-	12	11	-	79	-	-	7	-	-	-	-	-
State Courts	10	4,646	1,494	3	264	-	359	2,200	-	-	-	-	-
Secretary of State	-	1,682	402	6	49	9	-	912	-	-	-	-	15
Auditor	29	453	72	386	151	40	-	137	-	2,783	152	-	209
Treasurer	-	191	83	6	533	1	97	47	-	19,328	15,220	-	9,139
Attorney General	-	547	244	-	3,652	-	-	291	-	2,783	105	-	-
Office of Administration	16,298	539,910	34,307	60,901	134,910	156,709	6	164,736	8,253	351,558	161,060	6,816	129,640
Agriculture	-	937	590	-	28,616	-	-	435	-	12,061	30,256	-	13,024
Insurance	-	2,157	214	17	15,382	3	12	609	-	8,504	12,231	-	6,974
Conservation	9	2,105	895	-	114	-	615	693	-	1,392	5,373	-	511
Economic Development	1,261	12,698	1,138	996	88,310	2,477	109	2,285	-	85,043	65,968	2,272	47,517
Elementary & Secondary ED	-	6,537	2,182	-	97,132	-	-	3,331	-	68,962	59,999	-	77,923
Higher Education	3	1,216	124	-	5,713	-	-	438	-	6,494	4,045	-	2,907
Health & Social Services	868	88,702	26,084	3,174	172,040	1,374	63,691	18,329	-	193,279	98,389	2,272	115,054
Transportation	1	23,830	6,927	3	1,235	24	175	9,629	-	2,629	5,995	-	627
Labor & Industrial Relations	195,591	464,066	101,567	76,534	71,364	77,960	1,692	12,066	16	134,522	244,267	-	39,629
Mental Health	13	121,202	7,503	3,172	503,173	5,547	227	45,508	-	204,567	161,717	4,291	185,103
Natural Resources	-	20,414	2,970	2,565	122,890	1,164	-	8,377	-	87,671	190,318	9,088	205,315
Public Safety	-	6,785	3,090	-	63,046	-	-	3,683	3	37,419	40,205	-	14,710
MO State Hwy Patrol	0	88,789	271,578	271	128	1,211	68,265	6,171	1	-	-	-	-
Revenue	437,954	2,059,831	234,183	115,160	118,682	170,473	803,813	427,576	-	226,987	140,606	6,816	352,788
Lottery Commission	-	257	159	-	-	-	-	127	-	-	-	-	-
Social Services	1,021,287	4,639,354	1,468,858	157,143	572,038	551,046	597,191	1,998,263	90,646	183,229	490,133	34,079	283,202
Corrections	-	13,670	9,152	-	780,492	-	-	6,964	-	44,995	73,810	4,544	28,263
Others	-	917	1,304	-	754	-	1,093	994	-	-	-	-	-
Agency Total	1,673,324	8,101,835	2,175,301	420,336	2,780,865	968,039	1,537,343	2,714,286	98,918	1,675,343	1,799,850	70,177	1,512,551

FY17 SDC Cost Estimates by Agency



Agency	WAS	SQLEE	Remote Server Support	VDI	SharePoint	Enterprise FAX	SSRS	JIRA	AIX	OnBase ECM	MySQL	Tableau	Web Combined	Annual Total
Senate	-	-	-	-	-	-	-	-	-	-	-	-	-	889
House of Representatives	-	-	-	-	-	-	-	-	-	-	-	-	-	804
Legislative Research	-	-	-	-	-	-	-	-	-	-	-	-	-	109
State Courts	-	-	-	176	-	-	-	-	-	-	-	-	-	9,152
Secretary of State	-	367	-	-	-	-	-	-	-	-	-	-	-	3,443
Auditor	-	-	-	-	-	-	-	-	-	-	-	-	-	4,412
Treasurer	-	-	-	-	-	-	-	-	-	-	-	-	-	44,645
Attorney General	-	-	-	-	-	-	-	-	-	-	-	-	-	7,622
Office of Administration	11,565	336,187	8,161	282,244	21,629	26,376	42,620	2,387	1,252	32,777	125,851	27,292	104,598	2,788,042
Agriculture	-	32,907	1,545	16,951	21,629	365	26,324	205	-	-	5,764	-	34,560	226,169
Insurance	-	34,922	-	66,050	21,629	6,827	-	-	-	2,980	-	-	9,167	187,677
Conservation	-	-	-	-	-	-	-	-	-	-	-	-	-	11,707
Economic Development	-	125,527	34,229	41,873	21,629	171	10,028	646	-	-	5,391	-	9,167	558,736
Elementary & Secondary ED	-	255,634	12,985	13,535	43,259	79	6,268	4,500	-	1,084	-	10,497	9,167	673,073
Higher Education	23,129	8,076	-	667	21,629	133	-	684	-	13,544	-	-	1,839	90,642
Health & Social Services	-	167,854	11,327	168,591	21,629	6,642	5,014	-	5,231	-	115,123	-	3,380	1,288,049
Transportation	-	405	-	-	-	-	-	-	-	-	-	-	-	51,480
Labor & Industrial Relations	231,295	83,549	5,592	22,239	21,629	79,887	5,014	9,417	-	-	9,136	-	2,136	1,889,168
Mental Health	-	818,320	48,490	28,113	21,629	457	10,028	-	-	18,962	46,820	-	54,436	2,289,278
Natural Resources	57,824	44,805	12,615	47,310	21,629	235	-	14,198	-	10,564	1,813	-	15,603	877,368
Public Safety	-	33,240	8,581	23,959	21,629	367	1,254	-	-	-	2,665	-	15,279	275,914
MO State Hwy Patrol	-	-	-	23,959	-	-	-	-	-	-	-	-	-	460,373
Revenue	40,477	295,504	2,749	42,479	21,629	55,383	56,409	-	-	284,426	1,523	52,484	68,822	6,016,756
Lottery Commission	-	-	-	-	-	-	-	-	-	-	-	-	-	544
Social Services	-	195,705	160,134	587,884	21,629	3,654	10,028	33,466	78,689	406,323	5,329	46,186	3,380	13,638,877
Corrections	213,948	19,826	94,466	19,398	-	-	-	-	-	-	6,266	-	3,353	1,319,147
Others	-	-	-	-	21,629	-	-	-	-	-	52,657	-	-	79,347
Agency Total	578,237	2,452,830	400,874	1,385,428	324,441	180,576	172,988	65,503	85,172	770,660	378,337	136,458	334,888	32,793,422

Num.	Category Description	FY17	FY16	FY15	FY14	FY13
1	Laser Feet Printed	0.0287	0.0330	0.0326	0.0318	0.0304
1	Lines (Impact) Printed/1000	0.3422	0.3942	0.3889	0.3797	0.3625
1	Laser Feet Printed/Duplex	0.0230	0.0264	0.0261	0.0255	0.0243
2	CPU Service Units/1000	0.0066	0.0068	0.0068	0.0073	0.0069
3	CICS Transactions	0.0010	0.0010	0.0010	0.0008	0.0010
5	zOS Enterprise Data Backup/GB Day	0.0042	0.0039	0.0043	0.0062	0.0072
7	AD User ID per Month	0.3656	0.9372	0.7727	0.7645	0.7854
7	AD & Exchange Mailbox per Month	4.7509	4.7475	4.9701	4.3656	5.0745
8	zOS Data Storage/GB Day	0.0455	0.1457	0.1011	0.1281	0.1340
10	zOS IDMS Run Units	0.0043	0.0038	0.0042	0.0052	0.0052
11	zOS DB2 Service Units/1000	0.0024	0.0026	0.0022	0.0021	0.0018
14	All Fusion CPU Service Units/1000	0.0156	0.0344	0.0164	0.0249	0.0163
15	VM per Image per Month	105.3277	99.6983	124.6336	99.7516	60.1227
16	SAN per 1GB per Month	0.2450	0.1704	0.1814	0.1724	0.1599
17	Physical Server Support / Month	149.2844	87.8092	142.3620	117.9565	91.2860
18	IBM Global Network(formerly Advantis)		1.1000	1.1000	1.1000	1.1000
19	DistSys Backup-Recovery/GB Day	0.0018	0.0028	0.0020	0.0021	0.0039
21	WAS per Image per Month	42.4550	1,131.5519	1,136.9858	1,968.8217	614.7544
23	SQL per Base Unit per Month	28.4803	27.3400	-	28.3313	-
23	SQL Memory per GB per Month	4.3032	5.5149	-	6.0199	-
23	SQL Overage per GB per Month	0.9781	0.9828	-	1.5807	-
23	SQL License per License per Month	106.7575	108.2952	-	129.0599	-
26	Remote Server Support per Server per Month	120.9664	92.7662	85.8295	67.0674	144.8999
27	VDI per Virtual Desktop per Month	32.8382	26.5405	26.3060	21.2634	24.2565
27	RDP Pool Users VDI per Month	8.2096	6.6351	6.5765	-	
28	sFTP Units	-	4.6363	2.5366	-	
29	SharePoint Internal	1,931.1964	300.6867	937.0431	-	
30	SharePoint External	-	549.4101	676.4972	-	
31	TFS	-	640.7286	367.3901	431.2534	
32	Enterprise Fax Services	0.0683	0.0279	0.0342	0.0311	
33	SSRS	107.7138	992.6780	1,202.7786		
34	JIRA	5.4586	1.5156	1.4960		
35	AIX Hosted Services	35.1370	38.0358	50.7758		
36	Hosted Rack	-	452.5152			
37	iConvert	-	83.4376			
42	OnBase ECM	22.5735				
43	Web Combined	27.0420				
44	MySQL Base	31.7210				
44	MySQL Memory	3.1528				
44	MySQL Overage	0.7507				
44	MySQL License	315.2800				
47	Tableau	87.4731				

Additional Charges	Per Month
For every one (1) GB of memory over the SDC's standard configuration	\$ 7.00
For Billable disk	\$ 0.2450
For every one (1) additional virtual CPU over 3 vCPUs	\$ 11.00